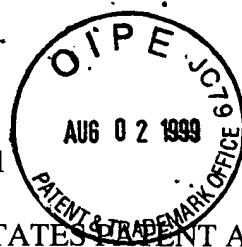


#4 Receipt
FILE COPY

Patent

Attorney Docket No. 004020.P001



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Patent Application of:) Examiner: Not Assigned
)
 David T. Sulcer, et al.) Art Unit: 2751
)
 Application No.: 09/336,424)
)
 Filing Date: June 17, 1999)
)
 For: PROTOCOL TECHNOLOGY FOR)
 CLIENT/SERVER ENVIRONMENT)
 _____)

Assistant Commissioner for Patents
Washington, D.C. 20231

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231
On 7/29/99

Date of Deposit
Tina Domingo
Name of Person Mailing Correspondence
Tina Domingo 7-29-99
Signature Date

REQUEST TO CORRECT ERRORS IN THE FILING RECEIPT

Sir:

Applicant respectfully notes that the title and name of Applicants listed on the Filing Receipt of the above-identified application is incorrect. The Filing Receipt erroneously lists the title as "GUI INTERPRETATION TECHNOLOGY FOR CLIENT/SERVER ENVIRONMENT and the name of Applicants as "David T. Sulcer, Santa Clara, CA; Lawrence M. Ackner, Los Altos, CA" (emphasis added). The correct title is "PROTOCOL TECHNOLOGY FOR CLIENT/SERVER ENVIRONMENT" and correct name of the Applicants are "David T. Sulcer, Santa Clara, CA; Donna S. Lowe-Cleveland, Sunnyvale, CA; Lawrence M. Ackner, Los Altos, CA" (emphasis added).

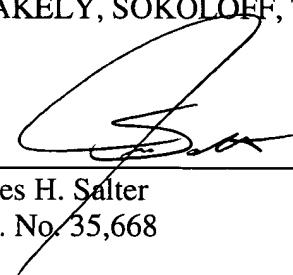
Therefore, correction with respect to the title and name of Applicants in the Filing Receipt of the present application is respectfully requested. Additionally, Applicant requests the issuance of a new Filing Receipt.

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Accompanying this Request are copies of (1) the Filing Receipt showing the requested change thereon, (2) the Application cover page, (3) the Declaration and Power of Attorney, and (4) the returned postcard.

Respectfully submitted,
BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP

Dated: 7/21/, 1999


James H. Salter
Reg. No. 35,668

12400 Wilshire Boulevard
Seventh Floor
Los Angeles, CA 90025-1026
(408) 720-8300

FILING RECEIPT.



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APPLICATION NUMBER	FILING DATE	GRP ART UNIT	FIL FEE REC'D	ATTORNEY DOCKET NO.	DRWGS	TOT CL	IND CL
09/336,424	06/17/99	2751	\$1,726.00	04020.P001	9	52	8

JAMES H SALTER
BLAKELY SOKOLOFF TAYLOR & ZAFMAN LLP
12400 WILSHIRE BOULEVARD
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BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN
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Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts of Application" ("Missing Parts Notice") in this application, please submit any corrections to this Filing Receipt with your reply to the "Missing Parts Notice." When the PTO processes the reply to the "Missing Parts Notice," the PTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

Applicant(s) DAVID T. SULCER, SANTA CLARA, CA; LAWRENCE M. ACKNER,
LOS ALTOS, CA.

DONNA S. LOWE-CLEVELAND, SUNNYVALE, CA;

IF REQUIRED, FOREIGN FILING LICENSE GRANTED 07/14/99
TITLE

~~GUIT~~ INTERPRETATION TECHNOLOGY FOR CLIENT/SERVER ENVIRONMENT
~~PROTOCOL~~

PRELIMINARY CLASS: 711

TC 2700 MAIL ROOM

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JUL 27 1999

STATUS DB-LA

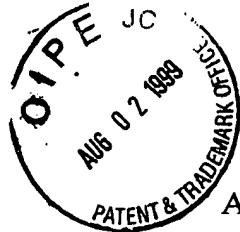
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DATA ENTRY BY: MARTIN, DIANE

TEAM: 04 DATE: 07/14/99



(See reverse for new important information)



Attorney Docket No. 004020.P001

PATENT

UNITED STATES PATENT APPLICATION

FOR

PROTOCOL TECHNOLOGY FOR CLIENT/SERVER ENVIRONMENT

INVENTOR:

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DONNA S. LOWE-CLEVELAND

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Date of Deposit June 17, 1999

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Tina Domingo
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(Signature of person mailing paper or fee) Date

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JUN 28 1999

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BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN
LOS ANGELES

W / P / D /

Serial/Patent No.: Not Yet Assigned Filing/Issue Date: Herewith
Client: Remedy Corporation
Title: Protocol Technology For Client/Server Environment

BSTZ File No.: 004020.P001 Atty/Secty Initials: JHS/CES/ROR/td
Date Mailed: 6/17/99 Docket Due Date: * *

The following has been received in the U.S. Patent & Trademark Office on the date stamped hereon:

Amendment/Response (pgs.) Express Mail No.: EL164805732US Check No. 28999
 Appeal Brief (pgs.) (in triplicate) _____ Month(s) Extension of Time Amt: \$1,726.00
 Application - Utility (46 pgs., with cover and abstract) Information Disclosure Statement & PTO-149 (pgs.) Check No. _____
 Application - Rule 1.53(b) Continuation (pgs.) Issue Fee Transmittal Amt: _____
 Application - Rule 1.53(b) Divisional (pgs.) Notice of Appeal *Jc518 U.S. PTO*
 Application - Rule 1.53(b) CIP (pgs.) Petition for Extension of Time 09/336424
 Application - Rule 1.53(d) CPA Transmittal (pgs.) Petition for _____
 Application - Design (pgs.) Postcard Power of Attorney (pgs.)
 Application - PCT (pgs.) Preliminary Amendment (pgs.) Reply Brief (pgs.)
 Application - Provisional (pgs.) Response to Notice of Missing Parts
 Assignment and Cover Sheet Small Entity Declaration for Indep. Inventor/Small Business
 Certificate of Mailing (Express Mail) Transmittal Letter, in duplicate (3 pages)
 Declaration & POA (5 pgs.) (Unexecuted) Fee Transmittal, in duplicate
 Disclosure Docs & Orig & Copy of Inventor's Signed Letter (pgs.)
 Drawings: 9 # of sheets includes 10 figures (Informal)
 Other: _____

06/17/99